

Date: [Insert Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

Subject: Notification of Billing Adjustment Due to Technical Error

We are writing to inform you of a recent **wrong billing adjustment** that occurred on your account. This was the result of a technical error within our invoicing system, which inadvertently applied incorrect billing adjustments to certain customer records, including yours.

We sincerely apologize for any confusion or inconvenience this may have caused. Upon discovering this issue, our technical team immediately investigated the matter and has identified the root cause as a system malfunction.

Please be assured that we are taking all necessary steps to correct the error promptly. All affected accounts, including yours, will be adjusted to reflect accurate billing information. We are also implementing additional safeguards to prevent similar issues in the future.

We encourage you to review your latest statement carefully. If you notice any discrepancies or if you have any questions or require further assistance, please do not hesitate to contact our support team at [Support Phone Number] or [Support Email Address]. Our representatives are ready to assist you and ensure your concerns are addressed.

Once again, we apologize for this error and thank you for your understanding and patience as we work to resolve the issue.

Sincerely,
[Your Name]
[Your Title/Position]
[Company Name]
[Contact Information]